Weekly Report	Weekly			Month												Overall Total
	07/17/2021	07/10/2021	07/03/2021	June	May	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sep	Aug*	Jul*	
Index																
# Indexes assigned (all metrics based on the workload assigned for the week)	2,785	1,911	1,500	3,371	2,677	2,270	3,098	10,081	24,906	22,257	15,013	8,155	4,940	5,393	4,127	111,867
# Indexes Complete	1,748	1,282	1,014	2,188	1,851	1,632	2,082	7,389	19,434	18,308	12,448	6,722	4,119	4,211	3,313	87,338
% Indexes Complete	62.9%	67.3%	68.2%	65.2%	69.7%	72.4%	67.6%	73.9%	78.2%	82.3%	83.0%	82.5%	83.5%	78.3%	80.5%	78.3%
# Indexes unreachable (Max Attempts)	1,037	629	486	1,183	826	638	1,016	2,692	5,472	3,949	2,565	1,433	821	1,182	814	24,529
% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	37.3%	33.0%	32.7%	35.3%	31.1%	28.3%	33.0%	26.9%	22.0%	17.8%	17.1%	17.6%	16.6%	22.0%	19.8%	22.0%
# Indexes Attempted calls (all completions + at least 1 attempt)	2,777	1,905	1,486	3,356	2,655	2,254	3,082	10,001	24,848	22,239	14,994	8,146	4,935	5,380	4,113	111,564
Average time from Index Received to Index Reached	0.05:50:23	0.08:25:21	0.09:57:50	0.09:32:09	0.09:30:23	0.16:54:28	0.15:48:17	0.12:56:26	0.14:06:23	0.15:26:27	0.18:09:09	1.03:37:54	1.18:30:04	3.00:08:49	3.09:45:56	1.00:16:26
Average Index Handle Time	0.00:14:38	0.00:14:30	0.00:14:59	0.00:15:06	0.00:15:42	0.00:16:55	0.00:15:30	0.00:13:57	0.00:13:50	0.00:13:31	0.00:13:02	0.00:13:58	0.00:13:04	0.00:12:45	0.00:14:01	0.00:13:47
% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	55.8%	60.1%	63.5%	58.1%	58.2%	57.3%	55.8%	63.2%	66.6%	71.8%	72.6%	72.2%	68.9%	58.1%	52.5%	66.3%
% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	100.0%	99.9%	99.8%	99.8%	100.0%	99.8%	99.9%	99.9%	100.0%	99.9%	99.9%	99.9%	99.8%	99.7%	97.1%	99.8%
Contacts																
# contacts generated	3,126	2,454	1,914	4,201	3,669	3,548	3,739	13,360	39,110	48,338	36,842	21,074	14,495	9,572	6,923	211,611
# contacts generated per Index Complete	1.8	1.9	1.9	1.9	2.0	2.2	1.8	1.8	2.0	2.6	3.0	3.1	3.5	2.3	2.1	2.4
# contacts complete	2,691	2,096	1,556	3,443	3,067	3,070	3,493	12,742	36,686	43,040	32,579	18,426	12,757	8,725	6,388	190,181
% contacts complete	86.1%	85.4%	81.3%	82.0%	83.6%	86.5%	93.4%	95.4%	93.8%	89.0%	88.4%	87.4%	88.0%	91.2%	92.3%	89.9%
# contacts unreachable (Max Attempts + missing phone numbers)	433	358	358	758	602	478	246	618	2,424	5,298	4,263	2,648	1,738	847	535	21,428
% contacts unreachable (Max Attempts + missing phone numbers)	13.9%	14.6%	18.7%	18.0%	16.4%	13.5%	6.6%	4.6%	6.2%	11.0%	11.6%	12.6%	12.0%	8.8%	7.7%	10.1%
# contact attempted (all completions + at least 1 attempt)	3,126	2,454	1,914	4,201	3,669	3,548	3,739	13,360	39,110	48,338	36,842	21,074	14,495	9,572	6,923	211,611
Average Time from Contact Generated to Contact Reached	0.10:09:15	0.23:31:09	1.01:45:40	0.23:12:55	0.20:16:09	1.00:35:20	2.02:20:35	1.10:49:12	1.09:55:17	1.14:48:03	2.11:39:39	3.20:29:07	4.22:31:41	4.16:38:35	5.17:05:55	2.14:11:38
Average Contact Handle Time	0.00:15:33	0.00:14:20	0.00:13:46	0.00:14:30	0.00:15:01	0.00:14:16	0.00:12:38	0.00:12:44	0.00:12:32	0.00:12:10	0.00:11:17	0.00:11:25	0.00:10:45	0.00:10:19	0.00:13:47	0.00:12:08
% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	74.0%	69.4%	64.6%	66.1%	69.5%	70.6%	72.3%	76.7%	76.7%	73.3%	69.8%	67.0%	64.1%	60.6%	63.0%	70.9%
% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	99.7%	99.4%	99.0%	99.3%	99.9%	99.6%	99.5%	99.3%	99.1%	99.4%	99.5%	99.5%	99.0%	99.0%	97.6%	99.3%
Average Time from receipt of initial case name to full completion of all related contacts	0.15:44:43	1.00:34:57	1.09:15:36	1.04:58:49	1.03:32:15	1.08:30:34	2.09:00:17	1.17:29:42	1.19:10:54	2.04:55:32	3.07:10:38	4.10:55:57	6.07:43:34	5.11:49:55	6.19:26:41	3.05:06:31